

CHANGE NOTICE FOR MANUAL

Date: _____

MANUAL: Service Standards Manual Volume III

CHANGE NO: 93-2CM

TO: Area Agency on Aging Administrators
 Community Service Providers

EFFECTIVE: July 1, 1993 Make the following change (s) to
Service Standards Manual Volume III – Section 7

Enclosed please find revisions to the Transportation Services Standard, Volume III, Section 7 of the Service Standards Manual. The revisions are effective July 1, 1993. These revisions are to be incorporated into your copy of Volume III of the Services Standards Manual.

To denote where changes have been made in the revised text, a vertical line is included in the left hand margin on those pages which have been revised. Since numerous revisions have been made to the Transportation Services Standard, the attached document replaces the existing Transportation Services Standard in its entirety.

Below is a summary of major revisions made to the Transportation Services Standard. The majority of revisions have been made for clarification purposes.

- Client Eligibility – Includes provision of service to personal care attendants as stipulated in the Americans with Disabilities Act (ADA). The ADA states that agencies may not request reimbursement for transporting a personal care attendant with an eligible older adult.
- Categories of Transportation Services –
 1. Includes trips to pharmacies under General Transportation.
 2. Clarifies Medical Transportation via ambulance and identifies other allowable funding sources for ambulance transportation.
- Service Provision:
 1. Clarifies requirements for coordination of Transportation Services in counties that have a locally approved and implemented Transportation Development Plan (TDP) as well as in counties that do not have a locally approved and implemented TDP.
 2. Clarifies minimum qualifications for transportation coordinators as well as paid and volunteer drivers;
 3. Clarifies recommended training for drivers;
 4. Includes a requirement that agencies have written policies and procedures regarding accidents involving vehicles used to transport clients; and
 5. Includes a requirement that agencies have written policies and procedures regarding moving violations committed by drivers.
- Specifies criteria for utilizing volunteers to transport clients in personal vehicles.
- Includes a requirement that agencies have written policies and procedures addressing how emergencies will be handled and reported by paid and volunteer drivers.

- Outlines requirements for compliance with the Americans with Disabilities Act.
- Includes information regarding purchase of vehicles. (Clarifies that Home and Community Care Block Grant funds may not be used to purchase vehicles.)
- Clarifies information to be maintained in the client record. (A completed Client Registration Form will meet this requirement.)
- Unit of Service – After receiving numerous comments from service providers and clarifying reporting procedures with the NC Department of Transportation, the Division of Aging has elected not to change the unit of service from a per trip to a per mile basis. Agencies providing Transportation Services will continue to request reimbursement based upon the per trip unit of service.

If you have any questions regarding the revisions, please feel free to contact Jodi Crofts of my staff at 919-733-3983.

Sincerely,

(signature on original)

Bonnie M. Cramer

BMC/SLH/jlc

Cc: DSS (Tanner, Merrill)
DSS Adult Programs Representatives
DOA Staff

